



## **Welcome to the Arizona Department of Liquor Licenses and Control website.**

I am honored to serve as the Director of this great agency.

The Arizona Department of Liquor Licenses and Control (DLLC), authorized by Arizona Revised Statutes Title 4, employs collaboration, law enforcement, licensing, auditing, education, publicity, and communication to meet our mission critical objectives. Our agency's dedicated civilian and sworn staff along with community and statewide stakeholders-partners, carry out much of this work.

DLLC is responsible for reviewing state liquor applications and issuing more than 250 new and 600 renewal licenses every month. In Arizona, there are 17 different license categories – that addresses airplanes, trains, watercraft, restaurants, liquor stores and other retailers, hotels, bars, distillers, distributors, and special events. This Division has staff in both the Phoenix and Tucson offices to assist licensees through the license issuance process. We are organized in three divisions as follows:

The **Administration Division** provides daily departmental operations including budget, personnel, payroll, purchasing, and accounting. Under Administration is the department's compliance function.

**Compliance** governs the dispute-resolution process to offer an alternative, when appropriate, to the more costly and time-consuming formal hearing process. The mandate of the Compliance Officer is to arbitrate cases and attempt a fair resolution

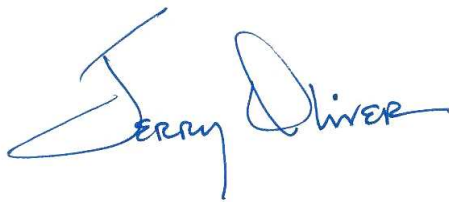
The **Licensing Division** issues, transfers, renew and audits the various types of licenses. These procedures involve meeting with the applicants and assisting them with the application forms, answering questions about the licensing process, fees, notarization, and audits.

The **Investigations Division** is responsible to ensure that all licensees state wide adhere to A.R.S. Title 4 and all rules promulgated by the Department. These responsibilities include training and assisting local law enforcement communities; contact with licensees through random routine license inspections; investigate and process all complaints received; provide background checks on applicants for liquor licenses; cooperate with the

Department of Public Safety and local law enforcement agencies on covert and underage buy programs; research and respond to inquiries from manufacturers, wholesalers and retailers and provide law enforcement trained speakers for various industry functions upon request..

Please feel free to contact us by phone, email or mail with any concerns not sufficiently addressed by our website. In our effort to constantly improve, we appreciate any feedback, constructively offered about our staff, our services, or processes.

Thank you.

A handwritten signature in blue ink that reads "Jerry Oliver". The signature is stylized with a large, sweeping initial "J" and a cursive "Oliver".

Jerry A. Oliver, Sr.  
Director

Our offices observe the following holidays:

- January 1 - New Year's Day
- Third Monday in January - Civil Rights Day
- Third Monday in February - Presidents' Day
- Last Monday in May - Memorial Day
- July 4 - Independence Day
- First Monday in September - Labor Day
- Second Monday in October - Columbus Day
- November 11 - Veterans' Day
- Fourth Thursday in November - Thanksgiving Day
- December 25 - Christmas Day